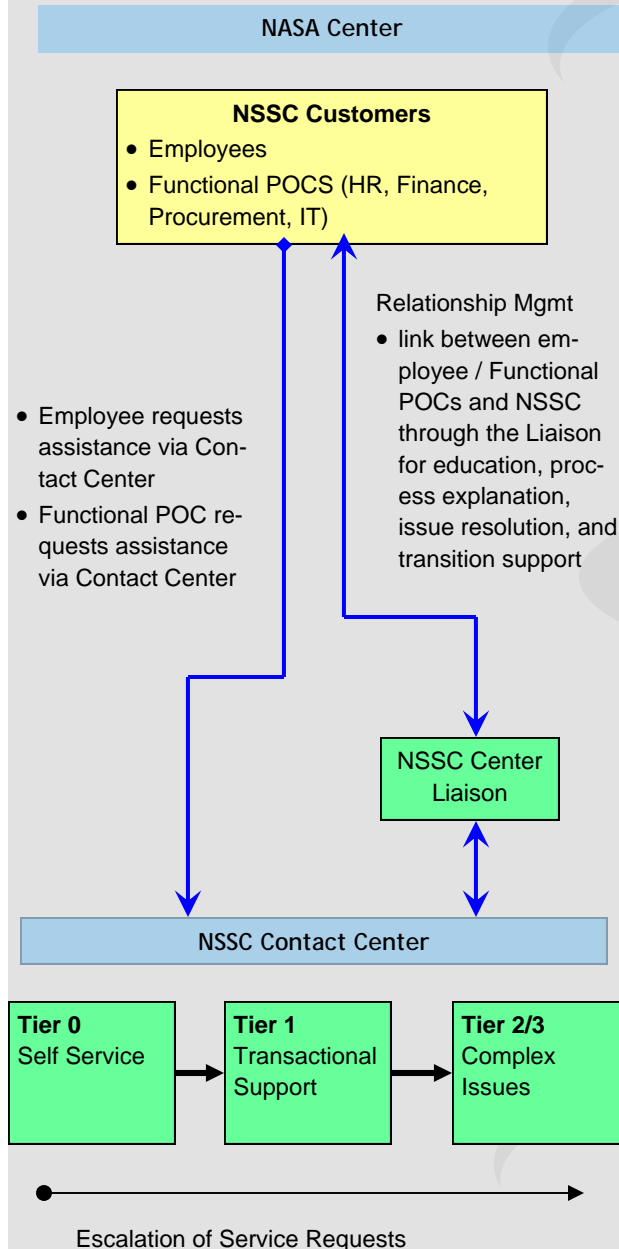


## Center Liaison Roles and Responsibilities Diagram



## NASA Shared Services Center

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<http://nssc.nasa.gov>



NATIONAL AERONAUTICS AND  
SPACE ADMINISTRATION

## NSSC Center Liaison

Team Member	Area of Responsibility
James Jennings	AA for Institutions & Management NSSC Steering Council, Chairman
Richard Arbutnot	NSSC Executive Director NSSC Transition Team Lead
Ken Newton	Operations Integration Manager (Acting) Business Operations Manager
Fran Cook	Customer Satisfaction & Communication Office Chief
Candace Irwin	Human Resources Lead
Cindy Epperson	Financial Management Lead
Shelley Meredith	Financial Management Deputy
Jamiel Commodore	Procurement Lead
Terry Jackson	NSSC Chief Information Officer
Shirley Chandler	Business Operations Analyst
Bonnie Cleary	Management Analyst
Oliver Solum	Administrative Assistant



NASA: Explore. Discover. Understand.

## Center Liaison for the NASA Shared Services Center

Center Liaisons are the focal point between the Center customers and the NSSC and manage the relationship between the two. They are an important conduit to the NSSC from the customer regarding NSSC performance, completion of activities, and customer satisfaction. They ensure efficient and effective administration of NSSC services and work to improve performance and customer satisfaction.



Leadership, customer service focus, and in-depth knowledge of NSSC processes is paramount. Center Liaisons report to the Customer Satisfaction and Communication Office Chief through the NSSC Center Liaison Lead.

## Liaison Responsibilities and Activities

Center Liaisons have a variety of responsibilities ranging from internal/external outreach, center relations, coordination of information exchange opportunities, assistance on NSSC communication messages, and facilitation of SLA development. Center Liaisons will:

- Serve as NSSC Ombudsmen to their Center, communicate NSSC performance and value; network with leaders, staff, and customers;
- Educate Center Personnel about NSSC Service Delivery processes and innovations;
- Identify, make recommendations, coordinate resolutions, and remedy systematic problems with processes or services and communicate key issues/changes;
- Advise and recommend innovative approaches for avoiding and/or resolving problems and reducing conflict;
- Monitor performance against Service Level Agreements;
- Conduct public meetings, briefings, and other center relations activities;
- Establish and maintain effective working



## NSSC Vision: Unparalleled Service

**NSSC Mission:** "To provide timely, accurate, high quality, cost effective, and customer focused support for selected NASA business and technical services."

relationships and networks within the Center to gain a better understanding of Center interests;

- Support other NSSC activities as assigned.

## Liaison Details/Staffing

Center Liaisons will be NSSC employees and resident at one of the 10 NASA Centers. There will be a total of 10 Center Liaisons. Of the 10 Center Liaisons, one will be a Center Liaison Lead and one will be a Headquarters Center Liaison.

The Lead will ensure coordination and provide direction to NSSC Center Liaisons as well as provide Liaison support at their respective NASA Center ensuring efficient and effective administration of NSSC Services.

